

Incident Management Plan

1. Purpose

The purpose of this Incident Management Plan is to provide a guide as to the implementation and management of procedures by Kalamunda Rangers to prepare for and manage incidents that may occur. The Plan outlines the processes the Club will utilise to ensure a consistent, coordinated and efficient response to an incident that is consistent with the incident management system and processes adopted by our local league, state and national sporting organisations. This Plan does not constitute legal or health and safety advice.

2. Preventative Measures

Preventative measures will be undertaken to minimise the potential for incidents to occur. This includes, but is not limited to regularly reviewing and updating our organisational framework, fostering a culture that promotes incident avoidance, upgrading facilities and member capabilities, as well as regularly communicating preventative measures to our members.

3. Responding to Incidents

While the specific response to each incident will depend upon the circumstances or be guided by an incident-specific Incident Response Plan, the following operating cycle set out below should be implemented until the incident is under control.

In all instances the primary concern is the health, safety and welfare of any affected people.

Role	Focus	Responsibilities
First Responder	<ul style="list-style-type: none">• People• Environment• Assets	<ul style="list-style-type: none">• Ensure immediate safety and wellbeing of people which may include, but not limited to, administration of first aid, removing personnel from danger, and protecting Kalamunda Rangers' assets and facilities where possible and safe to do so.• Manage initial on-site response, ensure security, reduce immediate threat and secure the incident site if required.• Notify and follow directions of local authorities as required, including emergency services and law enforcement personnel.• Notify and follow guidance of the Incident Management Team/Committee as soon as practical.



Teeball – Baseball – Softball

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Role	Focus	Responsibilities
[IMT/committee - continued]		<ul style="list-style-type: none"> Commence an incident log and capture all actions, conversations and decisions; maintain communications with the First Responder/s and key stakeholders. Identify and prioritise issues. Develop and implement an incident management strategy. Coordinate internal and external communications. Liaise and work with league, state and/or national incident management teams where appropriate.

4. Communication:

The President/Secretary is the primary spokesperson responsible for all external communications unless otherwise directed. Communications may be coordinated with or supported by local league, state or national sporting organisations. When responding to the media, the 3Cs should be covered:

- Concern - Kalamunda Rangers is concerned that there has been an incident in [place].
- Control - Kalamunda Rangers' IMT has been activated and is working to manage the situation in accordance with the Kalamunda Rangers guidelines.
- Commitment - Kalamunda Rangers is committed to ensuring that everyone is accounted for and safe.

5. Incident Management Plans

The following plans set out a checklist of minimum actions that the First Responder and/or IMT/Committee should follow in responding to an incident.

In all scenarios, the First Responder and/or IMT/Committee should approach the situation in a friendly, non-confrontational manner.

5.1. Alcohol

This guide applies to members/guests who may be consuming alcohol outside the licenced area; consuming alcohol not purchased from the Club or suspected underage drinking; and/or drunk/disorderly conduct including loud/aggressive behaviour;

- Consider if there may be another cause (e.g., medication, illness, disability).
- Is medical attention required? Call 000.
- Approach the person and advise them of the breach of our liquor licence. Politely ask them to move inside the licenced area/dispose of BYO alcohol/calm down or leave the premises.
- Once away from the immediate situation, record details in the incident register including date/time/alleged offence.
- If the person continues their behaviour in breach our licencing requirements, approach again in a friendly manner and advise they need to leave the premises and that failure to comply will mean authorities will need to be contacted. Offer transportation options in line with our Liquor Licence Harm Management and Healthy Club policies. Update the incident register accordingly.
- On a third offence, call the police on 000: "I am the Approved Bar Manager of Kalamunda Rangers. We have a client who is in [brief summary]. Please would you attend?".
- If the member is under 18, call their emergency contact.
- Walk away if they become aggressive or confrontational. Do not lose your temper or try to physically restrain the person. Call 000.
- Update the Incident Register and report the incident to the IMT/Committee at the first available opportunity.

5.2. Illegal Drugs

- Consider if there may be another cause (e.g., medication, illness, disability).
- Is medical attention required? Ask how they are feeling and/or what they have taken; are they violent or aggressive? Call 000 as required.
- If safe, approach the person and calmly ask them to stop. Do not accuse them of illegal drug use; remember, this is a health issue. Offer transportation options in line with our Liquor Licence Harm Management and Healthy Club policies. Update the incident register accordingly.
- Walk away if they become aggressive or confrontational. Do not lose your temper or try to physically restrain the person. Call 000.

- e. Once away from the immediate situation, record details in the incident register including date/time/alleged offence.
- f. If the person continues and/or their behaviour is violent or aggressive, call 000.
- g. If the member is under 18, call their emergency contact.
- h. Evaluate if illegal substances remain on the premises. If yes, report to police for testing and disposal.
- i. Update the Incident Register and report the incident to the IMT/Committee at the first available opportunity.
- j. IMT to prepare media statements, notify members as required.

5.3. Smoking

- a. Approach the person and advise them they are in a smoke-free area. Politely ask them to extinguish the cigarette/e-cigarette or move to an area away from the playing fields/clubrooms.
- b. If the person continues to smoke in a smoke-free area, approach again in a friendly manner and advise they are in breach of our Codes of Conduct and that failure to comply may result in a complaint being lodged.
- c. Walk away if they become aggressive or confrontational. Do not lose your temper or try to physically restrain the person. Call 000.
- d. Record details of the incident including date/time/nature alleged offence.
- e. Report the incident to the IMT/Committee at the first available opportunity.
- f. If the member is under 18, call their emergency contact.

5.4. Mental Health

If you notice someone's been off for more than two weeks, seems to be getting worse, or is struggling with daily functioning, they may need some support with their mental health. Have the conversation and link them to the right support.

- a. Are they okay? Be honest about your concerns, show you care but don't try to fix everything. Monitor and check as required.
- b. Are they at risk of harm right now? Listen without judgement, take what they are saying seriously. Call 000 or take to an emergency department if critical, refer to additional support networks.
- c. If the member is under 18, call their emergency contact.
- d. Follow up, monitor and check as needed.
- e. Know the limit of your support, look after yourself.
- f. Report the incident to the IMT/Committee at the first available opportunity.

5.5. Member Protection/Child Safety

- a. Call police if immediate danger
- b. Take steps to protect the person at risk.
- c. Notify appropriate member protection/child safety officer
- d. Report any significant harm to police or relevant government authority.
- e. Notify local league/association, SSO and/or NSO if relevant.
- f. Complete appropriate incident reporting form (being aware of sensitive nature and so names may need to be modified/redacted to protect the innocent).
- g. Maintain communications with the member/family regarding any ongoing support/concerns, insurance requirements, etc.
- h. IMT to prepare media statements, notify members as required. Prepare media statements, notify members as required.

5.6. COVID

This guide includes responses to a reported positive case and/or breach of State of Emergency directions, including but not limited to isolation and mask wearing

- a. Approach the person and advise them of the alleged breach of the directions. Politely ask them to comply (wear a mask, leave the vicinity, breach of current isolation protocols, etc). Record details of the incident including date/time/nature of alleged offence.
- b. If the person continues their behaviour in breach of the current State of Emergency requirements, approach them again in a friendly manner and advise they need to comply with the current State of Emergency directives and that failure to comply will mean authorities will need to be contacted. Update your incident record accordingly.
- c. On a third offence, call the police on 000: "I am the Approved Bar Manager of Kalamunda Rangers. We have a member who is [brief summary] and is refusing to leave the premises. Please would you attend?". Update the incident register accordingly.
- d. Walk away if they become aggressive or confrontational. Do not lose your temper or try to physically restrain the person.

- e. Report the incident to the IMT/Committee at the first available opportunity.
- f. IMT to prepare media statements, notify members as required.

5.7. Serious injury/fatality

- a. Establish status of affected member/guest.
- b. Liaise with emergency services/hospital.
- c. Notify emergency contact/next of kin.
- d. Establish safety and welfare of other members/guests (e.g., put in contact with medical treatment, psychological support) if relevant.
- e. Notify IMT/Committee at earliest practical opportunity.
- f. IMT to prepare media statements, notify members as required.
- g. IMT to notify local league, SSO and/or NSO.
- h. IMT to contact insurer
- i. IMT Maintain communications with the member/family regarding any ongoing support/concerns, insurance requirements, etc.

5.8. Injury/illness

In line with our current procedures, all incidents/injuries of a nonserious nature and occurring at a club-sanctioned event (game, training, social activity) shall be reported to the IMT/Committee on the prescribed form/s or via email.

5.9. Harassment or Discrimination

In line with our current procedures, all incidents shall be reported to the IMT/Committee as required. The alleged victim of the alleged harassment or discrimination shall be referred to the MPIO for further guidance.

5.10. Complaint

In line with our current procedures any complaint/incident outside the scope of this Plan shall be reported in accordance with current club rules and bylaws, and shall be dealt with by the IMT/Committee as required.